

**From:** Daniel Earp  
**To:** Microsoft ATR  
**Date:** 11/16/01 10:54am  
**Subject:** I know this is pointless...

I know this is pointless, as this is likely to simply be deleted, but I thought I might add my two cents worth.

I am a small business owner and Network Engineer. I have personally been harmed by Microsoft's iron handed methods. I'd like to share a few with you.

When Windows ME was due out, the beta ran perfectly fine with the NetWare client v3.3 available at the time. But the day of release, the client was found to be incapable of working with TCP protocol. Do you know what kind of black eye I took when suddenly it was discovered that new PCs that shipped with ME couldn't be used on our network? This was obviously kill code. The problem still exists today.

Or how about the way the OEM agreement works. If you buy a computer from me, I pay \$5 less for Windows than retail. But when something breaks, I am the one that is responsible for support. You can't call MS at all. You have absolutely no support from them. My five dollar profit is suppose to pay for that support, even though I don't have the right to make a single support call to MS myself.

Or how about this one. When I do an install, I get an install of Outlook Express no matter what I do. I can't change that option during the OEM install. And if I don't do the OEM install, I can't install products like OEM Office 2000. But that install make me vulnerable to all the Melissa variants, and will kill my GroupWise client. Legally I can't fix it. How stupid does that make me look when my PCs always show up needed further work before they're network ready?

When I saw that you guys were winning the case, I was overjoyed. I thought there was finally going to be something done. They you caved in. You sold me out. Your solution is a joke. Now the same events are going on with Windows 2000 and XP. Installing live update on a Windows 2000 machine will kill Adaptec Easy CD Creator software. But that's ok. Installing Windows XP gives you free CD master software, so you don't have to install Adaptec. Sound familiar?

You've fixed nothing. You've helped no one. In fact, you've only made it worse. Now they know that you're spineless and toothless. You've failed the people you were hired to protect. I don't know what idiot thought selling me out was a good idea. I'm sure in proper government fashion the list is long and feeds back on itself at several points. But I hope you know what you've done. My business is closing next month. Given the choice of being a Microsoft shop or going out of business \*

my choice is clear. And in the current environment, selling Novell is hopeless.

Thanks for nothing.

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